



Hyatt Hotels & Resorts  
111 West Madison  
Chicago, IL 60601 USA

Telephone: 312.750.8003  
FAX: 312.750.8599

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To: CNSO Directors of National Accounts  
From: Brian Booth

Re: 2001 Performance Review and Goal Setting Program

Attached is the revised Performance Review for National Sales Force Management. This is the same information that we went over verbally at our Sales meeting @ HR Pittsburgh.

I believe this new format provides a forum in which all aspects of your accomplishments and contributions can be evaluated. As you can see that Financial Management section carries the vast majority of weighting (60%). The weighting system was established to reflect the fact "we are in our positions to generate revenues". This new review format will require each of us to place a great deal of thought, as the comment section is critical to the success of this process.

I will be meeting with each of you individually in July. At that time I will use this format to evaluate your mid year performance and provide feedback for your development for the remainder of 2001.

Please bring a copy of this from to the next sales meeting on June 6<sup>th</sup> so we can discuss and answer any questions you may have.



BH 000112

**Managers Assessment****Accomplishments**

For each accomplishment by the employee is the self assessment and for the any additional ones not identified by the employee, provide written feedback regarding the accomplishment, including comments on quality of work, timeliness and budget vs. actual cost.

Do not make changes to the employee's Self Assessment document. Use the Manager's Assessment to clarify, supplement or challenge the Self-Assessment if necessary.

**Management Skills Review**

Overall Performance Rating including "what" gets done and "how" to work with and through others to get it done. Provide specific feedback by rating each on the Management Skills.

**FINANCIAL MANAGEMENT (60%)**

- \_\_\_\_\_ Production achievement versus quota
- \_\_\_\_\_ Account Penetration, Sales activity
- \_\_\_\_\_ Fiscal responsibility/budgets
- \_\_\_\_\_ Understanding and knowledge of Future Group Revenue Targets

Percentage Earned \_\_\_\_\_  
Rating \_\_\_\_\_

**Comments:****BUSINESS RELATIONSHIPS (20%)**

- \_\_\_\_\_ Customer Relationships
- \_\_\_\_\_ Field Relationships / All levels
- \_\_\_\_\_ NSO Relationships/Employee Relationships
- \_\_\_\_\_ Customer event participation
- \_\_\_\_\_ Conflict resolution

Percentage Earned \_\_\_\_\_  
Rating \_\_\_\_\_

**Comments:**

**ADMINISTRATIVE (10%)**

- \_\_\_\_\_ Timeliness of projects and/or reports
- \_\_\_\_\_ Accuracy/updating of Organizations and comments
- \_\_\_\_\_ Efficient use of time and resources
- \_\_\_\_\_ Booking updates

Percentage Earned \_\_\_\_\_

Rating Earned \_\_\_\_\_

**Comments:**

**PROFESSIONAL/PERSONAL DEVELOPMENT (10%)**

- \_\_\_\_\_ Industry/community Networking
- \_\_\_\_\_ Involvement in Industry and/or Hyatt Events
- \_\_\_\_\_ Personal and Professional Education/Training
- \_\_\_\_\_ Mentorship/Leadership

Percentage Earned \_\_\_\_\_

Rating \_\_\_\_\_

**Comments:**

**DIRECTOR'S DISCRETION (BONUS 10%)**

(I.e. team player, ethics, loyalty, initiative, book direct, etc)

Percentage Earned \_\_\_\_\_

**Comments:**

**Proposed Goal Review**

Review the employee's goals for upcoming year.

Overall Rating \_\_\_\_\_